

## General Shipping, Return, and Warranty Policy for Dieselboss, Inc.

### **Shipping defaults: (the following applies to continental US shipments only)**

All larger boxes (like laptop truck mounts, Satellite TV, etc.) are shipped via FEDEX ground shipping. All smaller items (DB4 and DB4 Dual cameras, software, GPS Units, truck stop books, etc.) are shipped via United States Post Office Priority shipping.

- IF you live in a REMOTE area of the country or outside of the continental United States, you will want to CALL IN to us at 866-851-2346 to discuss alternate shipping options.

- IF you want to receive your shipment by faster than ground methods, you will want to CALL IN to us at 866-851-2346 to discuss alternate shipping options. We can accommodate nearly any shipping scenario including regular shipments to Canada.

### **Returns (working items that you just desire to return / does not pertain to warranty):**

In general, our return policy is that if you are not satisfied with our product, we will refund the item(s) if returned within 30 days of purchase. Please call us with the unit in front of you and we often can correct the issue right over the phone. The refund is 85% of the purchase price, less shipping. All returned items must have a Return of Merchandise Authorization (RMA) which includes your name, purchase date and Transaction ID number. Refunds will be returned as a credit on the customer's account or credit card used to purchase the item. RMA's can be obtained by emailing us at [storekeeper@dieselboss.com](mailto:storekeeper@dieselboss.com), or by calling Dieselboss Inc. at 866-851-2346. Returned Merchandise must be in "like-new" condition to be eligible under this 30-day policy. All items and components must be returned at the buyer's cost unless specifically authorized by a Dieselboss, Inc. representative. If Dieselboss, Inc. makes a mistake (ex. shipped you the wrong or incomplete item), we will correct the mistake at our cost. Any item returned under this section of our policies that is NOT IN LIKE-NEW CONDITION is subject to further deduction to the refund amount at the discretion of Dieselboss, Inc. equal to the cost of repair or replacement of that item to refurbished condition.

### **Product list by item (warranty and returns for DEFECTIVE items)**

**Cameras and all GPS devices:** All NEW units have a 1-year warranty against defects and failure under normal use through their manufacturers. To invoke this warranty, you must contact the manufacturer directly for replacement by calling the support number on the card inside of the box or on their websites. Refurbished units have a 90-day warranty and are invoked the same way as new units by contacting their manufacturer. To contact the warranty center for Rand McNally GPS products, please call 877-446-4863.

**Co-Pilot laptop software Return Note:** As with all returns, customer must call or email for RMA before returning the program. If the program has been installed on a laptop and activated, it MUST be deactivated BEFORE uninstalling it from your computer. This can be done in the "Settings / Licensing" section of the program. Then uninstall the program from your computer. If you do not know how to accomplish this, call and we will step you through the process. The Internet is required for this process. If you bought the complete program with receiver and software on USB, all items must be returned. If you bought the software only, follow the removal instructions above. After 30 days from purchase there is no refund available.

**Ram Mount Warranty:** Ram Mount Computer Stands are warranted for life against workmanship, and breakage of bases, poles, arms, balls, computer tray and tray parts, as long as you are the original owner. Mount accessories such as quick disconnects, caddies, and screen supports are warranted for 1 year from the date of purchase. Ram Mount warranty issues should be directed to Ram by calling (206) 763-8361.

**Ram Mount Returns:** Returns for refund are honored if returned with a RMA and ALL PARTS THAT WERE SHIPPED within 30 days from purchase. If any of the parts have been altered or deemed damaged by Dieselboss, Inc., the amount for that part will be deducted from the refund. We will refund 85% of the purchase price to account for restocking costs. Shipping fees are not refundable. Customer will pay for shipping of returns to Dieselboss, Inc., 2794 Three Lakes Rd SE, Suite 170, Albany, OR 97322. Dieselboss, Inc. will not accept COD packages on returns.

**Trucker TV-Satellite Systems (King, Winegard):** One year parts and labor from the date of purchase thru the MANUFACTURER. All claims, warranties, and repairs are honored by the manufacturer: King Connect or the Winegard Company. King contact number is (952) 922-6889. Winegard contact number is (800) 788-4417

**Computer Warranty:** Our laptop computers come with a full year warranty from the manufacturer (Acer America) which can usually be extended to 2 or 3 years through Acer at their web site or by calling into them. If you have questions or problems with using your laptop DieselBoss will attempt to help you on the telephone by calling 866-851-2346. If you experience a computer hardware failure please contact Acer America to obtain info for getting it fixed.

**Computer refund policy:** The customer must call for RMA before returning. Dieselboss, Inc. will refund 85% of the purchase price within 30 days as long as the computer is in good working order and is undamaged. Dieselboss, Inc. will inspect the computer and determine if there is any damage. If there are missing parts or damage, Dieselboss, Inc. has the right to deduct any reasonable amount to restore the computer back to its original state. It is the customer's responsibility to properly repack, accurately address and return the package and to pay the shipping fees for returns. Dieselboss, Inc. will not accept COD deliveries for returns. After 30 days from receipt of delivery to the customer, Dieselboss, Inc. has the option to not accept for refunds. However, if the customer wants to pay for a repair or an upgrade Dieselboss, Inc. will make an estimated cost for the service before the computer is returned.

**General Shipping Procedures:** All shipping prices posted on our [www.dieselboss.com](http://www.dieselboss.com) site are for continental US ground rates. If delivery is out of the continental US, the customer must call for a quote. The customer can choose other freight options, but must call in for quotes.

**CPS Extended warranties:** Unless otherwise stated, all extended and accidental damage warranties that you may purchase with some of our electronic products are serviced ENTIRELY through our extended warranty partner, Consumer Priority Service (CPS.) YOU MUST REGISTER YOUR DEVICE WITH CPS WITHIN 30 DAYS OF RECEIVING IT FOR THE WARRANTY TO BE VALID. This is a simple phone or web form process by calling or visiting the link shown on the extended warranty card that we include in these cases.